



U.S. Department of  
Transportation

# News:

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STATEMENT BY SECRETARY OF TRANSPORTATION ELIZABETH HANFORD DOLE ON  
COMPUTERIZED RESERVATION SYSTEMS  
March 27, 1985

Each of the three major providers of computerized airline reservation systems to travel agents has notified me that it intends to do away with deliberate bias in their computer reservations systems. United, American, and TWA --which together account for more than 80 percent of the computer reservation system market -- are voluntarily eliminating from their integrated displays of flight information any deliberate bias favoring one airline over another.

Because of the commitment of these airlines, consumers will find it easier to gain prompt, accurate, unbiased information from their travel agents to help them arrange for the most convenient schedules and lowest fares.

I congratulate the three companies on their actions.

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